

Sanctuary Care Limited

# The Winsor Nursing Home

## Inspection report

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Date of inspection visit:  
21 October 2020

Date of publication:  
11 November 2020

## Ratings

Overall rating for this service	Inspected but not rated
Is the service safe?	Inspected but not rated

# Summary of findings

## Overall summary

The Winsor Nursing Home is registered to provide nursing care and accommodation to up to 40 people. The home specialises in the care of older people but is also able to offer care to younger people with nursing needs. At the time of the inspection 16 people were living at the home.

We found the following examples of good practice.

Staff were following up to date infection prevention and control practices to help keep people safe.

The provider had systems to enable people to see visitors. There was a dedicated indoor space for visitors to see their loved one in a safe and socially distanced way. Where people were too frail to leave their rooms then visitors were escorted to people without coming into contact with other people living at the home. This highlighted an individual approach to people's social needs.

People continued to have access to activities and entertainment to promote their well being.

The acting manager ensured that new admissions were carried out in a safe and individualised way. Rooms were prepared with the appropriate signage and all staff were aware of the procedures to follow when caring for the person. The acting manager told us rooms were allocated with the individual in mind. For example, the most recently admitted person was allocated a room with a view of the surrounding countryside which they thought the person would enjoy because of their background.

The acting manager was communicating with people, staff and family members regularly to make sure everyone had an understanding of the precautions being taken and how to keep people safe.

Staff felt well supported and said the acting manager was "Doing a marvellous job." One member of staff said, "It has been an emotional rollercoaster but [acting manager's name] has been so supportive."

Further information is in the detailed findings below.

## The five questions we ask about services and what we found

We always ask the following five questions of services.

### **Is the service safe?**

Infection prevention and control policies and practice helped to keep people safe.

**Inspected but not rated**

# The Winsor Nursing Home

## **Detailed findings**

### Background to this inspection

We carried out this inspection under Section 60 of the Health and Social Care Act 2008 as part of our regulatory functions. This inspection was planned to check whether the provider is meeting the legal requirements and regulations associated with the Health and Social Care Act 2008.

This was a targeted inspection looking at the infection control and prevention measures the provider has in place. As part of CQC's response to the coronavirus pandemic we are conducting a thematic review of infection control and prevention measures in care homes.

This inspection took place on 21 October 2020 and was announced. The service was selected to take part in this thematic review which is seeking to identify examples of good practice in infection prevention and control.

# Is the service safe?

## Our findings

S5□ How well are people protected by the prevention and control of infection?

- We were assured that the provider was preventing visitors from catching and spreading infections.
- We were assured that the provider was meeting shielding and social distancing rules.
- We were assured that the provider was admitting people safely to the service.
- We were assured that the provider was using PPE effectively and safely.
- We were assured that the provider was accessing testing for people using the service and staff.
- We were assured that the provider was promoting safety through the layout and hygiene practices of the premises.
- We were assured that the provider was making sure infection outbreaks can be effectively prevented or managed.
- We were assured that the provider's infection prevention and control policy was up to date.